



Jennee Julius /TMS/Toyota
12/15/2006 11:03 AM

To "Kathy Yamada" <kathy_yamada@toyota.com>
cc "Alan Lupinetti" <alan_lupinetti@toyota.com>
bcc
Subject Fw: Floor mats

Kathy -

Can you get a bulletin out today that states that carpeted mats should be removed when installing AWMs?
Thanks!

Jennee Julius
Accessory Sales & International Marketing Manager
Corporate Accessory Department
(310) 468-0541

----- Forwarded by Jennee Julius/TMS/Toyota on 12/15/2006 11:02 AM -----



Jason Gan/TMS/Toyota
12/15/2006 10:25 AM

To Jennee Julius/TMS/Toyota@Toyota, Michael
Collinsworth/TMS/Toyota@Toyota
cc Mike Buffalin/TMS/Toyota@Toyota, Gene
Coster/Mobile/Toyota@Toyota
Subject Re: Floor mats

Jennee, you might want to ask Kathy to send it out and provide her with the verbiage.
Jennee Julius

From: Jennee Julius
Sent: 12/15/2006 09:51 AM
To: Jason Gan; Michael Collinsworth
Cc: Mike Buffalin; Gene Coster
Subject: Fw: Floor mats

Jason/Michael -

Please see below. Can we send out a bulletin telling dealers to remove the carpeted mat when installing the AWM?

Jennee Julius
Accessory Sales & International Marketing Manager
Corporate Accessory Department
(310) 468-0541

----- Forwarded by Jennee Julius/TMS/Toyota on 12/15/2006 09:46 AM -----

Chuck Yaeger /Lexus/Toyota
12/15/2006 09:02 AM

To Dave Thomas/Lexus/Toyota@Toyota
cc Jerry_Marcotti@Toyota.com, Terry_Perlick@Toyota.com,
Jennee_Julius@Toyota.com
Subject Re: Fw: Floor mats

Only in the East.....

We'll get on it, seems to me a small heads up bulletin similar to what was done in the past should occur

Dave Thomas/Lexus/Toyota

12/15/2006 08:51 AM

To "Chuck Yaeger" <Chuck_Yaeger@Toyota.com>
cc "Brian Lauterbach" <Brian_Lauterbach@Toyota.com>
Subject Fw: Floor mats

A head's up. We will do a verbal with the Eastern Area dlrs. Let me know is alternate direction is needed.

Dave Thomas
Customer Svcs Operations Mgr
Lexus Eastern Area
Work: 973-428-7535
Cell: 201-978-0782

Sent from my BlackBerry Wireless Handheld

----- Original Message -----
From: Brian Lauterbach
Sent: 12/15/2006 08:10 AM
To: dave thomas@toyota.com
Subject: Floor mats

Dave,

Lyle is looking at a vehicle (2007 ES) that had a problem braking. The Lexus Winter Floor Mats became stuck and caused the problem. Apparently, in other models, there is a note that the dealer should remove the standard floor mats when inserting the Winter mats in a vehicle. The ES does not have this note. This particular vehicle in question has both the standard floor mats and the winter mats. I am concerned we may see more issues and would like to know what is your opinion on the best way to inform our dealers that they should be removing the standard floor mats when putting in our Winter Mats. Is this something National should do or should we as an Area? I would think National should get involved because other Areas will be affected by it.

Thanks.

Printed For Kathy Yamada

Brian Lauterbach
Eastern Area Customer Satisfaction Manager
Phone 973-428-7611
Fax 310-381-7078